



Santa Maria



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CITY OF SANTA MARIA Y2K ACTION PLAN

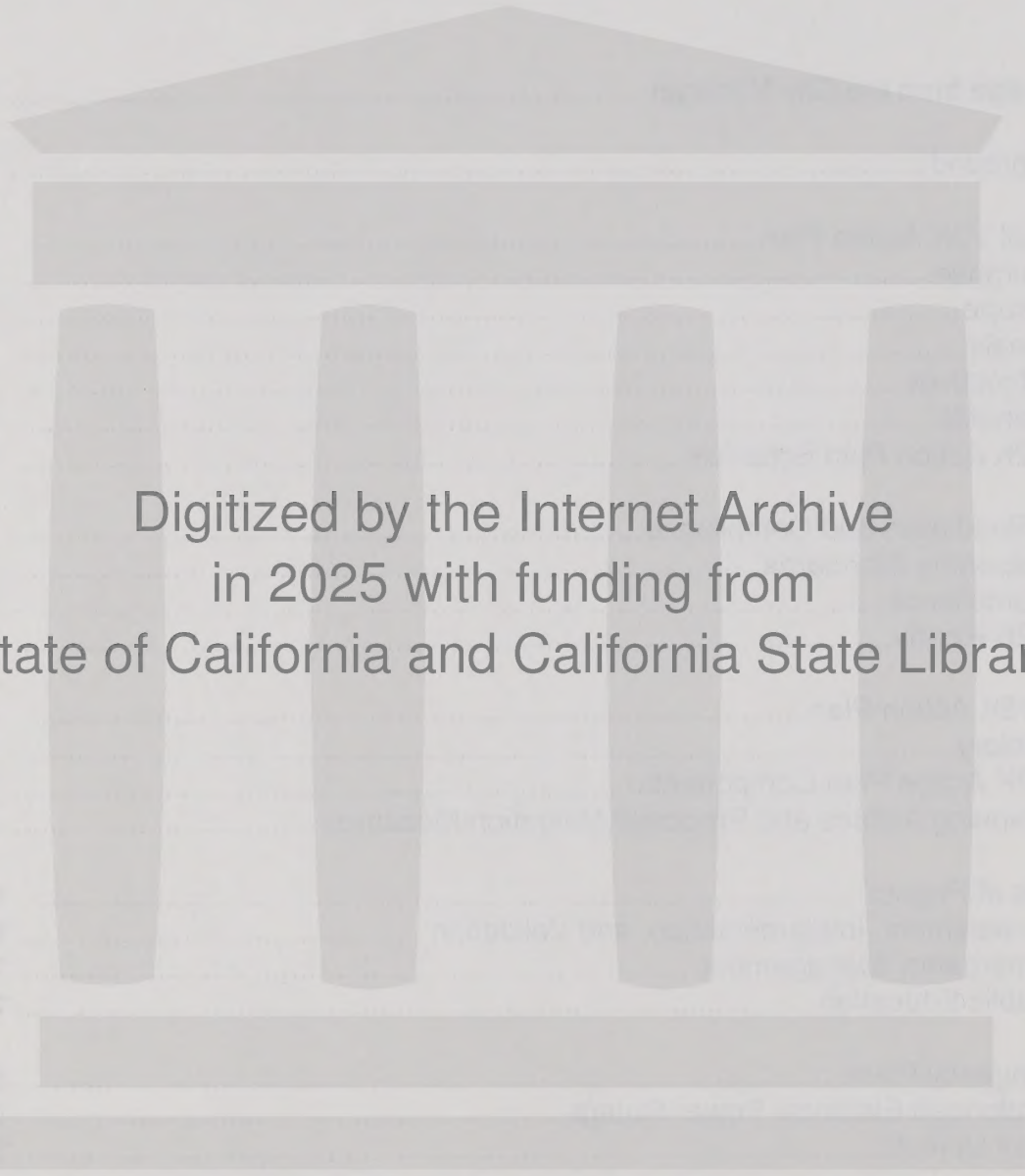
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City of Santa Maria Y2K Action Plan

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City of Santa Maria Y2K Action Plan

MESSAGE FROM THE CITY MANAGER

Dear Fellow Santa Marians:

As you know, the full spectrum of Y2K-related failures is broad, encompassing more potential elements than a natural disaster. These impacts might include utility outages, disruptions to the food and water supply, disaster-related fatalities, damage to the electronic infrastructure, and civil unrest resulting from a long-term blackout. In the event that Y2K-related failures do occur, individuals will be affected to some degree, and at a minimum will be inconvenienced.

Be advised that your City government needs to focus on ensuring that the mission-critical functions of local government continue uninterrupted. Resources are limited to address potential threats and emergency response personnel are limited to our own fire, police, and public works employees. Why? If the predicted Y2K failures occur, they may occur globally. This means that traditional, emergency response mutual aid, which is relied on for fire and law enforcement, will probably not be available.

This Y2K Action Plan sets forth the City's risk assessment needs to identify Y2K-related problem areas and develop methods to mitigate them.

TIM S. NESS
City Manager



City of Santa Maria Y2K Action Plan

BACKGROUND

The year 2000 problem or "Millennium Bug" presents unique challenges to citizens, businesses, emergency management organizations and governments at all levels. The acronym "Y2K" is derived from Y for year, 2, and K representing thousand. The Y2K problem is the term used to describe the potential failure of information technology systems and infrastructure as a result of the arrival of January 1, 2000. Problems can occur before, on, or after January 1, 2000.

The problem is due to the use of two digits, not four, to represent a date in computer hardware, microchips, and software. Thus, computer technology represents the year 1995 as 95 for the purpose of storage and calculations. The year 2000, therefore, is stored as "00", which the computer could fail to handle correctly. When the year 2000 rollover occurs, many computer systems will report the year as 1900.

In addition, the year 2000 is a leap year. Typical computer logic is to calculate a leap year as: all years divisible by 4 are leap years unless they are also divisible by 100. This formula results in the year 2000 not being a leap year, which is incorrect. The software "fix" is to add to the formula "except when also divisible by 400" which then yields the correct result.

The potential impacts from Y2K are enormous and should not be ignored. The following is from the Small Business Administration's Y2K web site (<http://www.sbaonline.sba.gov>) (bolding added):

"Data processing systems used in all types of businesses rely heavily on dates and date processing. If the computer code does not recognize that one date is greater than another, it may not be able to process properly and may produce erroneous results. This problem **may put a business at risk because it could effect** (sic) **its cash flow, inventory, taxes, interest calculations, financial forecasting, customer relations, and many other areas.**

How big a problem?

This **worldwide problem** not only affects mainframe computers and their programs, but also personal computers and every piece of hardware that contains a microchip, including: **manufacturing, control systems, telecommunications, money transfer, and other financial systems, gas, water, and electrical, utilities, stock markets, transportation, national defense home computers, security systems, and appliances.**



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Beyond your own business computer systems, there is also the "business supply chain." You buy goods and services from some businesses, and you sell goods and services to others. If your trading partners fail, your cash flow can suffer critically. In 1996, **the Gartner Group estimated that the year 2000 problem would cost \$600 billion to fix. Later, estimates by Lloyds of London have been as high as \$1 trillion.** Economist Ed Yardeni has estimated that there is a 70% chance of a global recession because some businesses will be unable to deal with their year 2000 problems. And, unlike most projects, the final due date can not be changed with the year 2000 problem - the year 2000 will arrive whether we are ready or not."

The State of California Governor's Office of Emergency Services (OES) has a good Y2K Web site at www.oes.ca.gov. The OES has produced a Y2K Potential Impacts Matrix. The matrix displays many areas of concern, the potential impacts and the agencies likely to have a primary interest. The list is long and impacts identify many potential disasters or emergency response problems.

For the City of Santa Maria, computer enhanced systems include:

- Client/server systems;
- Network resources, personal computers, printers;
- Public Works systems including;
 - Water production and delivery;
 - Wastewater disposal;
 - Traffic control;
- Public safety including;
 - 911 dispatch;
 - Police emergency services;
 - Fire emergency services;
 - Emergency Operating Center (EOC);
- Telecommunications, telephone and voice mail systems;
- Desktop hardware and software applications;
- Alarms, security, elevators, etc.; and
- Embedded microchips in any equipment.



City of Santa Maria Y2K Action Plan

The Y2K implications of potential computer system failures are three-fold:

- Mission-critical systems such as 911, safety dispatch, traffic signal operation, water production, and wastewater services are at risk;
- Operational functions such as utility billing, payroll, customer services, and inquiries could experience problems; and
- External sources of goods and services such as electricity, gas, food deliveries, telecommunications, repair parts, banking, etc., are at risk. The external Y2K concerns require contingency planning to mitigate potential disasters.

OVERALL Y2K ACTION PLAN

Purpose

The purpose of the Y2K Action Plan is to provide planning guidance for the City of Santa Maria for Y2K concerns. The City needs to maintain operational capabilities, address real and potential emergencies caused by the Y2K problem, and maintain emergency systems to respond to emergencies and disasters. This Y2K Action Plan is a dynamic document designed to interface with and augment current disaster planning. Staff is seeking additional pertinent input from City Council, citizens, and knowledgeable sources, which will be included in the final document scheduled for release in July 1999.

Scope

The scope of the Y2K Action Plan includes the City of Santa Maria and related agencies; operating functions and responsibilities of the City; and communications with communities in the Santa Maria Valley.

Goals

1. Review, correct, or replace, as necessary, all computer-enhanced systems to handle all dates before, on and after January 1, 2000.
2. Prepare emergency response and contingency plans for factors beyond the City's control.
3. Provide public information regarding Y2K preparedness.

Objectives

Stimulate professional and effective teamwork among the City Council, staff, and the community. Acquire the appropriate tools to assist in the Y2K conversion process, and



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contingency and emergency planning. Ensure that business supply partners and other outside entities are Y2K compliant. Substantially complete all mission-critical conversion efforts by June 30, 1999. Promote awareness of the Y2K problem and encourage individual and community disaster preparedness.

Benefits

- Customer service is uninterrupted by the transition to the year 2000.
- Improved service can result as a by-product of conversion.
- Contingency plans in place for mission-critical systems.
- Emergency disaster plans in place for Y2K problems.
- Enhanced overall emergency preparedness achieved through increased awareness.

Y2K Action Plan Schedule

Present to July 1999

- Continue identifying systems that may fail, contact vendors, take corrective action, and test for readiness.
- Contact key local, regional and national agencies to determine their service status.
- Review disaster contingency plans, develop scenarios, plan exercises.
- Report update status to Council in July 1999.

July 1999 to September 1999

- Test systems that may affect service as extensively as possible.
- Conduct desktop exercise(s) of contingency/disaster plans with appropriate staff.
- Amend contingency plans as needed.
- Issue final Y2K Action Plan.

September 1999 to December 1999

- Report to Council final status on City's Y2K readiness.
- Continue testing and planning as necessary.



City of Santa Maria Y2K Action Plan

Y2K READINESS AND COMPLIANCE

Reporting Standards

The Governmental Accounting Standards Board and the Securities and Exchange Commission have required that local governments address Y2K concerns no later than June 30, 1999. The required disclosure includes:

- The cost of Y2K;
- A description of the City's Y2K problem;
- An assessment of work in progress or completed as of June 30, 1999; and
- The additional work necessary to achieve compliance by the year 2000.

This formal level of reporting will be included in the final July 1999 Y2K Action Plan.

Compliance

Year 2000 compliance must include, but not be limited to:

- Date and century recognition before and after January 1, 2000;
- Calculation to accommodate same century and multi-century formulas and date values;
- Date data interface values that reflect the century;
- Date calculations that recognize that the year 2000 is a leap year; and
- System testing and validation completed before January 1, 2000.

Y2K Ready

The term Y2K "Ready" acknowledges that it may be too late, too costly, or physically impossible to certify a system as compliant. For these systems, due diligence, contingency plans, and emergency preparedness are essential. Effective mitigation of potential Y2K problems can be:

- Use of manual override systems;
- "Fix on Failure" for non mission-critical systems;
- Contingency planning that provides alternate solutions; and
- Emergency planning that addresses disaster scenarios.



City of Santa Maria Y2K Action Plan

THE Y2K ACTION PLAN

History

In June 1997, Council adopted a three-year technology plan. The technology plan addressed Y2K concerns regarding mainframe and personal computers. In addition, the technology plan provided for the first city-wide computer network, new financial management system (FMS) software and other department software upgrades and enhancements. The City is nearing completion of the implementation of the technology plan with the final deployment of the network to the Police Department scheduled for April 1999. Some additional application software is also being pursued and is scheduled for completion before December 1999.

In September 1998, the City Manager assigned City staff to develop a Y2K Action Plan to address further aspects of the Y2K computer problem. The Y2K task force consists of members from those City departments that provide mission-critical City services. The task force has begun the process to develop a Y2K Action Plan to minimize and, if possible, eliminate disruption of City services due to the Y2K problem.

Y2K Action Plan Components

The four components of the City's Y2K project consist of:

- **Assessment** - Identify all internal/external issues related to Y2K in City systems and evaluate the readiness of mission-critical and non-critical systems;
- **Implementation** – Correct or replace systems subject to failure. Communicate with suppliers, manufacturers, and business partners to determine their Y2K compliance. Ensure that mission-critical systems are Y2K ready to avoid equipment and program failures which would impact City services;
- **Validation** - Test systems to the greatest extent possible; and
- **Emergency Preparedness** - Review and exercise emergency response plans involving disruptions caused by Y2K. Develop contingency plans to specifically address prolonged electric power outages, and other possible problems arising from events beyond the City's control. Provide for public education and awareness of the issue.

Staff created a database to track the Y2K efforts consisting of assessment, implementation, and validation. Attachment A provides an inventory of systems,



City of Santa Maria Y2K Action Plan

processes, or functions that are subject to Y2K concerns and the status of remediation efforts.

Planning Actions and Proposed Mitigation Measures

Planning Actions

The City's planning actions for Y2K include:

- Vulnerability inventory, assessment and correction plans;
- Contingency planning;
- City staff participation and involvement in community awareness meetings;
- Communication and coordination with local individuals or groups;
- Conduct "Table-Top" exercise(s) on emergency response scenarios; and
- Participate in county-wide EOC exercise(s);

The City's potential planning action may include:

- Conducting community Y2K workshops; and
- Advance planning for long-term Y2K effect.

Proposed Mitigation Measures:

- Obtain emergency generators with fuel supply for mission-critical functions;
- Consider stocking supplies (medical, food, water, office supplies);
- Obtain manual typewriters;
- Back-up key entry to electronically secured facilities to allow access;
- Increase cash funds for emergency purchases;
- Provide portable restrooms for City facilities;
- Prepare staffing schedules and institute callback provisions for non-emergency personnel;
- Restrict scheduled time off over January 1, 2000 for mission-critical staff;
- Staff the City's EOC as necessary to monitor and respond to any Y2K events;
- Ensure all City vehicles are fueled on December 31, 1999;
- Secure additional cellular phones and radios and place in strategic locations;
- Obtain emergency lighting for City facilities;
- Provide for additional laptop computers with additional batteries;
- Purchase supply of carbon paper and duplicate/triplicate paper supplies;
- Provide departments with disaster kits (e.g., flashlights, batteries, minimal food and water, and other emergency supplies);



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- Facilitate meeting with key service providers in the community to ascertain and coordinate Y2K efforts (e.g., health care providers, utilities, schools, fuel, food suppliers and special districts); and
- Calendar Y2K update to City Council for meeting on January 4, 2000.

STATUS OF PROJECT

Assessment, Implementation and Validation

The assessment phase is nearly complete. Implementation, validation and emergency preparedness are in various stages of completion depending on the system involved and its status as mission-critical to City operations. As we become more knowledgeable about Y2K, new items are added to the inventory of potential problems. Be advised, that staff is continually researching Y2K issues by: examining web sites on the Internet; attending workshops and community meetings; and communicating with other agencies. With this in mind, the following activities are accomplished, or are in process:

- Replace nearly 200 older non-compliant personal computers with new Pentium processors certified Y2K compliant;
- Upgrade operating systems and office application software to Windows NT and Microsoft Office 97. Apply and test Microsoft Y2K patch;
- Replace the legacy FMS software, which was not Y2K compliant, with a new FMS software guaranteed Y2K compliant by the vendor. This system produces payroll, accounts payable, utility billing, and other financial applications;
- Verify telecommunication and paging software is compliant or Y2K ready; and
- Contact vendors, suppliers, and business partners and request certification from them of their Y2K compliance or Y2K readiness status.

While the implementation activity is ongoing, City staff is taking the following actions:

- The task force meets monthly;
- The task force is developing potential emergency and disaster scenarios and specific Y2K contingency plans. Later in the year, staff will test the City's readiness to handle potential Y2K problems with an emergency response exercise(s); and
- The City's web page has been expanded to include City Y2K information. The information includes links to other major Y2K web sites. The address of the City's web page is www.ci.santa-maria.ca.us/y2k/. Attachment B is the current City web page.



City of Santa Maria Y2K Action Plan

Emergency Management

The City of Santa Maria's emergency plan was updated in 1997 with an operation plan designed to assist personnel in the EOC. Depending on the nature of the emergency, coordination is done through the EOC for significant emergencies, which require several City departments or outside agencies and jurisdictions.

The City Manager acts as the Emergency Services Director. The Fire Department is responsible for management of the operation of the EOC. There are designated personnel from each department assigned to fill a role and function in the EOC, when activated. The staffing and buildup required depends upon the nature and magnitude of the emergency. Emergency management personnel in conjunction with the City's Y2K task force has determined that, if activated, the function of the EOC will be similar to planning for a large-scale power outage.

Contingency plans will be modified for 3-day and 7-day assumptions. Please note that such planning occurs for a variety of emergency assumptions as a matter of regular practice. Unlike many disasters that may occur at any moment, the potential for problems associated with Y2K have a definite date and time associated with it. EOC management personnel are working with County and State officials to ensure that Santa Maria's contingency planning is adequate for the Y2K issue and will modify and update the planning if needed.

Public Education

The City of Santa Maria has developed basic Y2K residential and business readiness checklists for public education and distribution. The Fire Department is responsible for providing basic education and information to the public with brochure-style checklists (Attachment C). These brochures provide sources to obtain additional information. Brochures regarding Y2K readiness will be distributed through the City's utility billing in June 1999. Brochures will be available at all City facilities, targeted businesses and the Chamber of Commerce. An information sheet has been developed for all City departments to provide consistent information when contacted by the public.

There will also be brochures available in Spanish and will be distributed to targeted areas by Fire Department personnel. The Fire Department's Community Emergency Response Team program will be available to groups that want to educate themselves with additional preparedness. This program is designed to prepare citizens for a variety of disasters when emergency response personnel are delayed or unavailable. City personnel will make themselves available on request to speak with groups regarding the Y2K issue.



City of Santa Maria Y2K Action Plan

CONTINGENCY PLANS

Various Y2K scenarios require contingency plans by the City to provide mission-critical functions. The following are scenarios and the appropriate contingency plans:

Prolonged Electrical Power Outage

Mission-critical Functions Affected

- 911 emergency response
- Police and Fire Department's computer aided dispatch
- Water production
- Wastewater treatment
- Major traffic signals
- EOC
- Information Services computer network

Response

All mission-critical functions, with the exception of wastewater treatment, have back-up generators. Currently, there is storage of fuel on-site, for one week of **normal** operations. Additionally, the City recently acquired a 5,000-gallon fuel truck from Vandenberg Air Force Base. The type of fuel to be stored in the truck and the deployment of the truck will be determined as time goes on.

Other potential sources of fuel could include:

- Gas stations with the ability to pump without electricity;
- Fuels stored in school buses; and
- Fuel distributors, their delivery trucks, etc.

All of the above need contingency plans to access product, and a resource site map for emergency planning.

Mission-critical City emergency personnel will be placed on a scheduled time-off restriction for one-week beginning December 30, 1999. This restriction is designed to have City employees in the general area, in the event, they are needed. It is important to remember that January 1, 2000 is a Saturday. The New Year's holiday is recognized on Friday, December 31, 1999. Normal business functions will resume on Monday, January 3, 2000. This schedule works to everyone's benefit, regarding Y2K problems, due to lower demand on infrastructure systems during the first few days of the millennium conversion.



City of Santa Maria Y2K Action Plan

Wastewater Treatment – A report received from the Water Resources Department, dated January 4, 1999 addressed electric power failures at the wastewater treatment plant (WWTP) and water operations. The reports states that:

"If the WWTP is off for two days, the problems are manageable. Expected time to rebuild treatment process (is) 30 to 60 days. If the plant is off for one week, ...we would expect six months to recover. ...The WWTP will have a long recovery time in event of a week-long electrical outage."

Clearly, this is an area of concern. Staff recommends that sufficient generator output be secured for a one-week period commencing December 30, 1999.

Water Production/Distribution - Staff is working closely with the Central Coast Water Authority to ensure that State Water continues to flow after December 31, 1999. However, should deliveries of State Water be interrupted because of Y2K events, the City has developed contingency plans.

If the delivery of State Water is interrupted, the City will rely on well sites to provide water service to the community. In case of power failures, emergency diesel generators have been strategically placed at Well Sites 12, 13, and 14. The generators will provide enough power for the well sites to operate for approximately two days before they need additional fuel. Additional fuel will be stored at each well site to extend water delivery for seven days.

Civil Unrest

Mission-critical Functions Effectuated

- 911 Emergency Response
- Police and Fire Computer Aided Dispatch

Response

- City emergency personnel will be placed on a scheduled time-off restriction for one-week beginning December 30, 1999. This restriction



City of Santa Maria Y2K Action Plan

is designed to have City employees in the general area, in the event, they are needed.

FINANCIAL CONSIDERATIONS

As previously mentioned, in June 1997, Council adopted a three-year technology plan. The plan addressed Y2K concerns regarding mainframe and personal computers. In addition, the plan provided for the first city-wide computer network, new FMS software and other department software upgrades and enhancements. Budget appropriations to the technology plan total \$2.5 million through fiscal year 1999-2000. The entire amount is attributed to the Y2K compliance effort.

There are additional Y2K funding requirements as alluded to in this document. Those items, both known costs and estimated contingencies are outlined below:

Y2K Estimate and Contingency Cost

	Estimated Cost	Contingency	Total	Funding Source
Fire Administration			-	
Public education materials				
20,000 copies at \$80 per 1,000	\$ 1,600		\$ 1,600	General Fund
Distribution with utility bills	1,360		1,360	General Fund
Spanish materials	400		400	General Fund
Public Works			-	
Generator at wastewater plant	25,000		25,000	Water & Wastewater Fund
Electrical rewiring at various facilities		10,000	10,000	Capital Projects
Contingency		100,000	100,000	Capital Projects
Recommended Y2K Appropriations	<u>\$ 28,360</u>	<u>\$ 110,000</u>	<u>\$ 138,360</u>	
Totals By Fund				
General Fund	\$ 3,360	\$ -	\$ 3,360	
Water & Wastewater Fund	25,000	-	25,000	
Capital Projects	-	110,000	110,000	
Total	<u>\$ 28,360</u>	<u>\$ 110,000</u>	<u>\$ 138,360</u>	

This report is intended to be a Year 2000 "readiness disclosure" as required by State and Federal legislation.

City of Santa Maria - Year 2000

Issues	System	Electronic or Computerized System?	Compliant?	Final Completion Date	Tested?	Y2K Ready? - Notes	Last Update
<u>Manufacturer's</u>							
City-wide Systems							
Desktop P.C.	HP	Hardware/Software	Yes	4/15/98	No	Manufacturer's letter	3/5/99
Network systems	HP	Hardware/Software	Yes		No	Manufacturer's letter	3/5/99
Network systems	Cisco	Hardware/Software	Yes		No	Manufacturer's letter	3/5/99
Alarm -City Hall building	Sylvesters	Hardware/Software	Yes		No	Manufacturer's letter	3/19/99
Credit card system	Verifone	Hardware/Software				Letter mailed	3/25/99
Radio equipment						Department to research	3/26/99
Telephones						Department to research	3/26/99
Air cond/heater HVAC						Department to research	3/26/99
Backup generators	Various	Hardware	Yes			Mechanical	3/29/99
City Manager							
Applicant tracking	Sigma	Software	No			Functions to be replaced by Eden and Excel	3/19/99
City Attorney							
VCR	Unk	Hardware	Unk	n/a	No	Replace on failure	3/19/99
Camcorder	Unk	Hardware	Unk	n/a	No	Replace on failure	3/19/99
Calendar	Abacus	Software	Yes	n/a	No	Manufacturer's letter	3/19/99
Administrative Services							
Utility billing	Eden	Software	Yes	12/15/98	No	Manufacturer's letter	3/19/99
Payroll / General Ledger	Eden	Software	Yes	8/15/98	No	Manufacturer's letter	3/19/99
P.O./Accts Payable/Receivable	Eden	Software	Yes	5/15/98	No	Manufacturer's letter	3/19/99
Business license	Eden	Software	Yes	2/15/98	No	Manufacturer's letter	3/19/99
Point of sale	Quadrant	Software	Yes	5/15/98	No	Manufacturer's letter	3/19/99

City of Santa Maria - Year 2000

Issues	System	Electronic or Computerized System?	Compliant?	Final Completion Date	Tested?	Y2K Ready? - Notes	Last Update
<u>Manufacturer's</u>							
Safe locks		Hardware	n/a	n/a	n/a	Yes - mechanical system	3/19/99
Community Development/Engineering							
Permit processing database	Microplan	Software	No			RFP for new software issued implementation to be completed by Oct 1, 99	3/26/99
Point of sale - cash register	Unk					Department to research	3/29/99
VCR	Unk	Hardware	Unk	n/a	No	Replace on Failure	3/19/99
Library							
Point of sale						Department to research	3/29/99
Copy machines	Minolta	Hardware	Yes			Department to research	3/29/99
Circulation system	Black Gold	Hardware	Yes				3/29/99
Security system	3M	Hardware	No			Not used	3/29/99
Reader printer	3M	Hardware	Unk			Department to research	3/29/99
Desktop P.C., not networked	Various	Hardware	No			Department to research	3/29/99
VCR	Unk	Hardware	Unk	n/a	No	Replace on Failure	3/19/99
Recreation & Parks							
Security system						Department to research	3/19/99
Fire alarm systems						Department to research	3/19/99
Mall & parking elevators						Department to research	3/19/99
Chlorine controller at pool						Department to research	3/19/99
Tree management program						Department to research	3/19/99
Irrigation control program						Department to research	3/19/99

Fire

City of Santa Maria - Year 2000

Issues	System	Electronic or Computerized System?	Compliant?	Final Completion Date	Tested?	Y2K Ready? - Notes	Last Update
						<u>Manufacturer's</u>	
Auto external defibrillator	Laerdal	Hardware	Yes			Department to research	3/19/99
DDEC system& allison						Department to research	3/19/99
Fire CAD management system	Sunpro	software				Department to research	3/19/99
Police							
Police/Fire computer aided dispatch software/hardware			No			New system implementation by Sept, 1999	3/19/99
911 emergency system	Motoria	Hardware/Software	Yes		Yes	Letter in Process	3/26/99
Imaging system	TFP	Hardware/Software	Yes			Letter in Process	3/26/99
Teleminder program	Unk	software	Unk			Department to research	3/26/99
Public Works							
Traffic light controller	Various	Hardware/Software	Yes			Department to research	3/26/99
State water blending plant	Various	Hardware/Software				Department to research	3/26/99
Wastewater treatment plant	Various	Hardware/Software				Department to research	3/26/99



110 EAST COOK STREET • SANTA MARIA, CALIFORNIA 93454-5190 • 805-925-0951 • FAX (805) 925-2243

Y2K

CITY OF SANTA MARIA YEAR 2000 READINESS DISCLOSURE STATEMENT

Recently, numerous companies and citizens have asked the City of Santa Maria to respond to how it is addressing the situation commonly referred to as the "Y2K Problem" or "millennium bug." This situation results from the inability of certain computer systems and software programs to properly recognize and process date-sensitive information relative to the year 2000 and beyond. The City is aware of the potential problems and has taken several steps to minimize any potential impact from these problems.

First, the City is taking steps to ensure that all of its computers and software are, or will be, Y2K compliant on or before January 1, 2000. In 1997, the City implemented a three-year technology plan. The City is purchasing new systems that are represented to be Y2K compliant. In addition, the City has undergone a review of all its major computer systems, software, and upgrades; work is being performed to remedy any potential problems.

Second, the City has established a Y2K task force, which is charged with identifying and assessing the potential adverse impacts to our "mission-critical" systems and daily operations. Each City department is responsible for identifying Y2K-related impacts and working with suppliers to remedy them. Departments who rely on systems and equipment that cannot be verified as Y2K compliant also will prepare a detailed, modular contingency action plan to place into effect at a moments notice should the need arise.

Finally, the City's Emergency Operations Center or "EOC" will be on standby December 31, 1999, so that we are ready to handle any unanticipated public safety situations that may arise. Emergency management plans will focus not only on the physical needs of our community, but also on the human factors that come into play during an extended crisis.

As a result of these steps, the City fully anticipates that all critical systems such as Police, Fire/EMS, and Public Works will be working and will continue uninterrupted on January 1, 2000. However, while the City is taking steps to ensure that it will be year 2000 compliant, City staff cannot guarantee such compliance with other systems that the City interfaces with, such as non-City of Santa Maria water, electric, telephone, and banking systems. While these and other service providers have assured us of such compliance, we must, of course, rely on their assurances and cannot independently guarantee the operation of their systems. The Y2K task force is developing contingency plans to address issues such as electric power failure, disruption of telephone and other communications, and disruptions of basic necessities such as gasoline, food, and medical services.



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Monday, April 12, 1999

Dear City of Santa Maria Customer,

The Department of Administrative Services of the City of Santa Maria has responsibility for the city's year 2000 (Y2K) preparation. We have performed an assessment of computer systems and our interdependent relations with others and have implemented a Y2K Action Plan to address potential impacts to the citizens that we serve. The City takes the Y2K issue seriously, has established a task force, and has allocated significant resources to correct identified problems and mitigate potential damage caused by others or unidentified factors. This document addresses a number of citizens' concerns in a question and answer format. This document is updated periodically as new or additional information is available.

1. Does the City of Santa Maria have a Y2K problem?

Yes. The City of Santa Maria takes the Y2K problem very seriously. While the impact of this event is local, national, and global, the City anticipates being as fully prepared as possible for the local issues in which we have **direct control**.

2. What is the status of the Y2K Project at the City of Santa Maria?

The project has been underway since June 1997. Computer and communications hardware and software purchased within the last two years have been specified to be Y2K compliant. The Y2K project timeline is as follows:

<u>Project</u>	<u>Date of Completion</u>
1. Identify potential problems • Completed on schedule	1998
2. Inventory of systems and devices • Completed on schedule	October 31, 1998
3. Assessment of systems and devices • Completed on schedule	November 30, 1998
4. Implementation/remediation	January 31, 1999
5. Testing and production rollout	March 31, 1999
6. Completion before	October 31, 1999

As with anything, there are exceptions to these dates. Some vendors have promised solutions in early 1999 - obviously, testing can only begin once those solutions have been received. Most of the computers or communications hardware and software has been replaced or will be replaced by the end of 1999 to be Y2K compliant. The City's financial system is fully Y2K compliant. The 911 dispatching system is not currently compliant, but is scheduled for replacement (to a fully Y2K compliant package) by July 1999.

3. Are there other dates besides January 1, 2000 to watch?

One date of concern is September 9, 1999. Some Y2K planners feel this is a computer software "stop" date that will cause some software to stop functioning. The City has replaced old software that might contain such a trap.

4. Has Santa Maria developed contingency plans to ensure continuity of services if Y2K-related failures occur?

The departments of Fire, Police, Public Works, and the division of Information Services are working together on contingency plans and disaster recovery options. The Y2K task force coordinates the City's effort. One of the greatest risks facing the City will be the integrity and continued operation of electric power, water, sewer, gas and other basic infrastructure needs. Many of the products or services we use on a daily basis might not be available from our suppliers. The City must be prepared to deal with these supply problems and have the authorization to react at a moments notice to meet our mission statement of providing essential services.

5. Has Santa Maria developed contingency plans for continued operation in the event of Y2K-related failures by third-party suppliers or vendors?

The City's ability to prepare for third-party failures is somewhat limited. Many of the products or services used by the City can be purchased or provided from a variety of sources. Critical suppliers and vendors will be identified in contingency plans. Again, utility providers are the City's most critical suppliers.

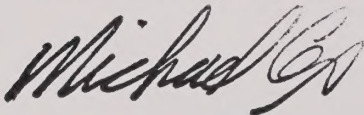
6. What steps are being taken to ensure public health and safety if critical infrastructure (power, water, sewer, traffic systems) failures occur?

Y2K compliance statements and plans are being solicited from utility providers and other vendors. Staff has personally met with representatives of PG&E to discuss Y2K preparations.

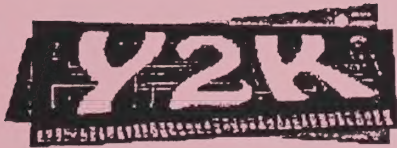
Key facilities are being tested and backup portable generators have been acquired for use throughout the City. Some portable generators may be brought in before January 1, 2000 to provide basic services at critical City facilities in the event of power uncertainties. Tests may identify additional areas to be addressed. No guarantees can be made because the City has never experienced the complex interactions the Y2K situation poses. However, the City does have experience in disaster preparedness and every effort is being made to prepare for this unpredictable situation.

The Y2K Project is a top priority for the City. The City is on schedule to make the City's mission-critical systems ready by the end of March 1999. The size and complexity of this process, both within and outside the City, leaves open the possibility that some systems may not handle date-related data correctly after January 1, 2000.

Staff is confident the City of Santa Maria will be prepared for Y2K. The City is developing contingency plans, which will be implemented, if required, to minimize interruption of City services to the citizens of Santa Maria.



Michael Cox
Director of Administrative Services



Residential Checklist



Provided for your information

by the

City of Santa Maria

YEAR 2000 RESIDENTIAL CHECKLIST

While we do not know precisely what will happen as a result of Y2K, we do know that it is coming. Preparedness has always been an important part of living in Central California, and preparing for Y2K is much like preparing for any potential emergency.

This brochure is designed to raise your awareness of the possible impacts of Y2K, and to help you begin preparations.

WHAT IS THE YEAR 2000 (Y2K) PROBLEM?

The problem, known as the Y2K or Millennium Bug, arises from the fact that many computer systems reflect years with only two digits instead of four. As a result, systems may confuse the Year 2000 with 1900; thus on December 31, 1999, equipment and computer-controlled devices with date sensitive chips may malfunction as the date rolls over to the Year 2000.

HOW COULD THIS AFFECT YOU?

Computers have become an integral part of life in the U.S. We have come to depend on many devices which are controlled by computer chips; everything from medical equipment to traffic lights and ATM machines. Because of this, some people are concerned about whether or not the simplest of tasks can be carried out if the computer chips fail. There are some people who are convinced that anything that uses computers or computer chips will fail. Others have said that we will come up with all the necessary changes in plenty of time for the New Year and that there is nothing to be concerned about.

The reality probably lies somewhere in between. Experts speaking to the U.S. Senate have said that they believe localized disruptions may occur.

There are things that you can do to help you and your family through any difficulties. Many of them are relevant to any disaster and can be found in the white pages in the front of your telephone book. Others are unique to the Y2K problem. This checklist is provided to assist you in preparing for the Year 2000.

CHECKLIST

- Ensure that in-home medical needs will be met. If you or a family member is dependent on medical devices, contact the manufacturer to determine if the equipment is Y2K compliant.
- If any in-home medical devices require electricity, consider alternative power sources, such as a generator.
- Ask your doctor about alternatives to electronic or electrical medical devices and what you can do if a device fails for any reason.
- Stock an ample supply of prescription and non-prescription medications.
- Obtain CPR and First Aid training.
- Check with the manufacturer of household electronic equipment to determine if the equipment is Y2K compliant.
 - security and fire alarm systems
 - smoke alarms
 - programmable thermostats
 - garage door openers
 - electronic locks
 - sprinkler systems
 - appliances (microwave, range, dishwasher, etc.)
 - consumer electronics (VCRs, televisions, etc.)
- Have some extra cash on hand in case electronic transactions cannot be processed. Keep cash in a safe place, and

accumulate it in small amounts over time.

- Maintain a minimum of three to seven days of supplies including nonperishable foods, bottled water, hygiene products, baby food/formula, and pet foods.
- Maintain at least half a tank of gasoline in your automobile, in case there are interruptions in the supply.
- In a power failure, you will need to plan to use alternative cooking devices, such as a camp stove or charcoal grill. Have enough fuel on hand for these devices. Do not use open flames or charcoal grills indoors.
- Have extra blankets, coats, hats, and gloves to keep warm following a power failure. If you decide to purchase an alternative heating device, make sure it is approved for indoor use.
- Have plenty of flashlights or other battery operated lighting. Stock up on batteries.
- Keep up-to-date copies of financial and personal identification records.
 - bank statements, credit card statements
 - income tax records, pay stubs
 - Social Security statements
 - bill receipts
 - investment statements
 - insurance policies
 - health insurance cards and prescriptions
 - print hard copies of important records
 - maintained on your computer
- Check into the Y2K contingency plans of:
 - employer
 - bank/credit union
 - utilities
 - healthcare providers

FOR ADDITIONAL INFORMATION

TOLL-FREE LINE PROVIDERS Y2K INFORMATION TO CONSUMERS

The President's Council on Year 2000 Conversion has a toll-free Y2K Information Line providing consumers with information about the Year 2000 computer problem.

The toll-free number is 1-888-USA-4-Y2K.

WORLD WIDE WEB SITES

Listed below are just a few of the sites on the World Wide Web that pertain to the Year 2000 problem. Each site has links to other Y2K sites. As you "surf the web" on this issue, keep in mind that there are many people who are making a lot of money exploiting people's fears. Be cautious of anyone offering quick fixes or making dire predictions.

These sites are good starting points:

- www.Y2K.gov
The President's Council on Year 2000 Conversion
- www.fema.gov/y2k
The Y2K section of the Federal Emergency Management Agency
- www.oes.ca.gov
State of California Office of Emergency Services
- www.ci.santa-maria.ca.us/news
City of Santa Maria

Santa Maria



SUPPLIES TO KEEP ON HAND FOR ANY EMERGENCY

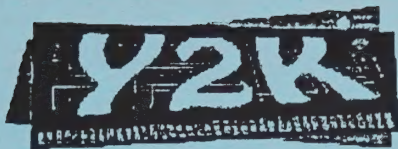
(Store enough supplies for a minimum of three to seven days)

- Water (2 quarts to one gallon per person per day)
- Food (packaged, canned no-cook, baby food, and food for special diets)
- First aid kit
- First aid book
- Can opener (non-electric)
- Portable, battery operated radio w/extra batteries
- Flashlights or battery operated lanterns w/extra batteries
- Blankets or sleeping bags
- Essential medication and eyeglasses
- Fire extinguisher (A-B-C type)
- Food and water for pets
- Extra cash
- Large plastic bags for trash, waste, etc
- Toilet paper
- Paper towels
- Large trash cans
- Soap and liquid detergent
- Shampoo
- Toothpaste and toothbrushes
- Infant and feminine hygiene supplies
- Household bleach
- Charcoal grill or camp stove for outdoor cooking
- Change of clothing, including sturdy shoes
- Paper plates, cups and plastic utensils

Y2K Readiness Disclosure: The information presented in this brochure is believed to be accurate and of practical value in reducing the negative impact of the Y2K problem, but no guarantee can be given that the guidance presented here will provide complete protection. Liability for any losses that may occur as a result of applying the information contained in this brochure is specifically disclaimed by the City of Santa Maria.

*The information provided in this brochure is courtesy of
the*

Santa Maria City Fire Department



Business Checklist



Provided for your information

by the

City of Santa Maria

YEAR 2000 BUSINESS CHECKLIST

While we do not know precisely what will happen as a result of Y2K, we do know that it is coming. Preparedness has always been an important part of living in central California. This brochure is designed to raise your awareness of the possible impacts of Y2K, and to assist businesses in preparing for problems which may occur.

WHAT IS THE YEAR 2000 (Y2K) PROBLEM?

The problem, known as the Y2K or Millennium Bug, arises from the fact that many computer systems reflect years with only two digits instead of four. As a result, systems may confuse the Year 2000 with 1900; thus on December 31, 1999, equipment and computer-controlled devices with date sensitive chips may malfunction as the date rolls over to the Year 2000.

HOW COULD THIS AFFECT YOU?

While we do not know precisely what will happen as a result of Y2K, we do know that it is coming. The impacts of the Y2K problem are expected to be far reaching. Areas considered most likely to be affected are:

- Utilities
- Banking/Finance
- Government
- Health Care
- Transportation
- Telecommunications
- Pension and Mutual Funds
- General Business

In preparing for Y2K challenges, businesses need to:

1. Educate themselves on the Y2K issue;

2. Use this knowledge to identify potential Y2K problems;
3. Assess the impacts from these problems;
4. Determine the steps necessary to remedy the problems; and
5. Take action.

Because businesses vary so widely no single brochure can cover all issues facing all businesses. For that reason, it is especially important for business owners to educate themselves on the Y2K problem. Following is a checklist of the areas that, at a minimum, all businesses should address.

FACILITY SYSTEMS

- Utility Systems
(Electricity, Natural Gas, Water, Sewer)
- Security Systems
- Elevators
- Lighting
- Heating, Venting, Air Conditioning
- Fire Detection Systems
- Telecommunications
- Generators
- Facility Access Systems
- Outdoor Sprinkler/Watering Systems
- If occupying leased facilities, check with owner on



above items.

INTERNAL SYSTEMS

- Telephones, Fax and Copy Machines
- Communications
Pagors

Radios
Electronic Data Transfers

- Computer Systems
 - Hardware
 - Operating Systems
 - Off-the-Shelf Software
 - Local Area Networks
 - Wide Area Networks

INTERNAL SYSTEMS (CONT.)

- Payroll
- Finance/Accounting
- Human Resources
- Employee Benefits, Insurance
- Purchasing
- Inventory
- Marketing/Sales
- Manufacturing (Equipment/Warehousing)
- Auditing
- Legal
- Department Interdependencies
- Vital Records Protection
- Off-Site Storage and Retrieval
- Media/Public Relations Strategy

EXTERNAL CONTACTS

- Customer/Clients
- Vendors
- Suppliers
- External Service Providers
- Temporary Staffing Agencies
- Contractors

FOR ADDITIONAL INFORMATION
TOLL-FREE LINES

The National Institute of Standards and Technology Division of the Department of Commerce operates a Y2K Help Center for Small Business.

The toll-free number is **1-800-Y2K-7557**

The President's Council on Y2K Conversion has a toll-free Y2K Information Line providing consumers with information about the Y2K computer problem.

The toll-free number is **1-888-USA-4-Y2K**.

WORLD WIDE WEB SITES

Listed below are just a few of the sites on the World Wide Web that pertain to the Y2K problem. Each site has links to other Y2K sites. As you "surf the web" on this issue, keep in mind that there are many people who are making a lot of money exploiting people's fears. Be cautious of anyone offering quick fixes or making dire predictions.

These sites are good starting points:

- www.score.org/y2k
Y2K information from the Service Corps of Retired Executives
- www.sba.gov/y2k
Small Business Administration site. Provides comprehensive checklists for self assessment of Y2K readiness
- www.y2khelp.nist.gov
National Institute of Standards and Technology's Y2K Help Center for Small Business
- www.y2k.gov
The President's Council on Y2K Conversion
- www.fema.gov/y2k
The Y2K section of the Federal Emergency Management Agency

- www.oes.ca.gov
State of California Office of Emergency Services
- www.ci.santa-maria.ca.us/news
City of Santa Maria

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*The information provided in this brochure is
courtesy of the
Santa Maria City Fire Department*

Santa Maria



C.E.R.T.



**A NEIGHBORHOOD
SELF-HELP PROGRAM**



Community Emergency Response Training

California has experienced some of the most significant disasters in the history of our country during the past few years. The Northridge and Loma Prieta earthquakes, the 1993 firestorms, and the 1995 and 1998 floods, have each had a severe impact on emergency response capabilities. We must be prepared to deal with emergency situations and to provide for ourselves until professional assistance is available.

EMERGENCY 9-1-1

The goal of the Santa Maria Fire Department is to respond to emergencies within five minutes. C.E.R.T. is a neighborhood program designed to prepare you to respond if we can't, helping you and your neighborhood.

Training is scheduled for 6 weeks, three hours per week on one night a week. Classes will be taught by your Santa Maria Firefighters.

We recognize the high level of commitment each person will be making to complete this program. We acknowledge your contribution and success with a Certificate of Completion and official CERT safety gear.

Module 1: Disaster Preparedness

This module will teach you what to do prior to a disaster. You will learn about forming a neighborhood response team to respond to emergencies when local assistance is not available.

Module 2: Disaster Fire Suppression

This module will include information about fire chemistry and hazardous materials. You will learn how to evaluate fires, assess firefighting resources, and determine a course of action. It will include a "hands on" training in the use of fire extinguishers and small hose lines, as well as training on utility control, (i.e., shutting off water, electricity and gas services safely).

Modules 3 and 4: Disaster Medical

The disaster medical module is in two parts. This module will include training on treatment for life threatening injuries; principles of triage; head to toe patient assessment; techniques for moving patients and public health concerns. It will include "hands on" training as well as classroom instruction.

Module 5: Light Search and Rescue

This module will teach you search and rescue planning; techniques for situation size-up and systematic search. Safe techniques for lifting, leveraging, cribbing, victim removal and identification of construction hazards.

Module 6: Disaster Psychology

In this module you will put together all your skills previously learned. You will also learn about organization of CERT as well as how to “take care of the rescuer” during the emergency.

**TO ENROLL CONTACT YOUR SANTA
MARIA FIRE DEPARTMENT AT
925-0951 Extension 255**



RESOLUTION NO. 99-44

A RESOLUTION OF THE CITY COUNCIL OF THE
CITY OF SANTA MARIA, CALIFORNIA ADOPTING A BUDGET
AMENDMENT TO ADDRESS Y2K PREPAREDNESS
CONCERNS FOR THE TWO YEARS 1998 – 2000 AND DELEGATING
THE CITY MANAGER TO IMPLEMENT SAME

WHEREAS, on July 1, 1998, Council adopted the Budget for fiscal year 1998-2000, and

WHEREAS, it is desirable to amend the budget to address Y2K preparedness concerns for the two years 1998–2000 and has been determined to be in the public's best interest;

NOW, THEREFORE, IT IS HEREBY RESOLVED by the City Council of the City of Santa Maria, California, as follows:

The City Manager is hereby authorized to implement the following budget amendment request:

Appropriate funds for Y2K preparedness: \$3,360 from the General Fund Reserves; \$110,000 from Capital Projects Fund Reserves; and \$25,000 from Water & Wastewater Fund Reserves; for a total Appropriation of \$138,360.

PASSED AND ADOPTED at a regular meeting of the City Council of the City of Santa Maria held April 6, 1999.

/S/ DONALD E. LAHR

Mayor

ATTEST:

/s/JANET KALLAND

City Clerk

CONTENTS:

BY: [Signature]
DEPARTMENT HEAD

BY: [Signature]
CITY MANAGER

APPROVED AS TO FORM:

BY: [Signature]
CITY ATTORNEY

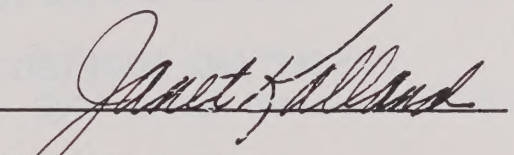
STATE OF CALIFORNIA)
COUNTY OF SANTA BARBARA) ss.
CITY OF SANTA MARIA)

I, JANET KALLAND, City Clerk of the City of Santa Maria and ex officio Clerk of the City Council DO HEREBY CERTIFY that the foregoing is a full, true and correct copy of Resolution No. 99-44 which was duly and regularly introduced and adopted by said City Council at a regular meeting held April 6, 1999 by the following vote:

AYES: Councilmembers Joe Centeno, Larry Lavagnino,
Toru Miyoshi, Bob Orach and Mayor Donald E.
Lahr.

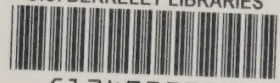
NOES: None.

ABSENT: None.



City Clerk of the City of Santa Maria
and ex officio Clerk of the City Council

U.C. BERKELEY LIBRARIES



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